



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

TITLE: Donor Services Manager
LOCATION: Office of Institutional Advancement & College Relations
REPORTS TO: Chief Accountant
GRADE: PSA 11
WORK SCHEDULE: Non-Standard; 35 hours per week

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: <https://www.ccri.edu/equity/culture/guidingprinciples.html>

JOB SUMMARY:

- Contribute to Advancement team's fundraising capacity by maintaining and growing donor database; performing donor research; executing direct mail and gift acknowledgement programs contributing to team's shared goals.
- The manager will be a lead team member in converting a database of 45,000+ alumni and friends to annual supporters by providing critical database management, prospect identification, and donor stewardship and solicitation services.
- The Donor Services Manager will work closely with the Chief Accountant, Associate Vice President for Institutional Advancement and College Relations, Director of Development, and other staff to advance fundraising strategies that integrate with university-wide and alumni initiatives. The Manager will oversee and leverage the Advancement database (currently Raiser's Edge), which tracks

gift/financial and biographical information on alumni, friends, and donors. The Manager will serve as an active prospect identifier, helping to move annual donors through the donor pyramid into the next giving level. The Manager stewards and solicits support through gift acknowledgement and direct mail campaigns and partners with the team on a variety of special projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensures the accuracy and integrity of advancement data.
- Provides high-quality gift acknowledgement and customer service to our donors.
- Works collaboratively in support of the college's mission in a diverse and inclusive environment. Manages donor and prospect accounts in our database including data entry and updates to donor profiles.
- Works closely with the accounting department to ensure accurate financial records are kept in donor accounts.
- In coordination with Chief Accountant, oversees gift compliance and addresses donor intent and wishes, appropriately directing restricted and unrestricted giving.
- Builds reports and mailing lists, developing and implementing policies and procedures, and serving as the advancement liaison with IT.
- Performs prospect research, makes creative connections between and among people, events, programs, and their associated circles.
- Prepares for and drives weekly team solicitation meetings; helping to develop and document fundraising and portfolio goals.
- Develops and leads annual appeal and other direct mail campaigns with a high degree of customization—including strategies to incorporate alumni groups, e-campaigns, giving societies, focus on new donors, and increasing average gift amounts.
- Develops best practices for performance and operational efficiency and maintains systems for data entry, gift processing, prospect research, and relationship management.
- Conducts training programs for staff on database development and maintenance procedures and coordinates data conversions/upgrades as needed.
- Provides regular updates to management on database project status and stays updated with new database technologies.
- Recruits and supervise student workers and data entry staff as needed.
- Provides excellent customer service, anticipating and exceeding the needs of our alumni, donors, and partners.
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.

Other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Must have access to and use of own transportation.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

MINIMUM QUALIFICATIONS:

- Bachelor's degree with at least three years' work experience required OR an associate's degree with adequate/relevant work experience will be considered.

- Experience working in a higher education or workforce development setting.
- At least three years of professional level experience as a member of a fundraising, direct mail, or research team—preferably in a higher education or nonprofit setting with related expertise.
- Interest in providing leadership and contributing to a growing, high-performing fundraising team with a entrepreneurial mindset and enthusiasm for working in a high-energy, deadline-driven, fast-paced setting.
- Demonstrated excellent customer-service, written, oral, and interpersonal skills; outstanding organizational skills, and project management required.
- Self-starter with the capacity to manage and organize information confidentially.
- Ability to juggle multiple projects simultaneously and meet all deadlines.
- High level of proficiency in Microsoft Office Suite: MS Word, Excel, and Outlook
- Previous work in CRM database system and ability to quickly acquire an understanding of a customized Raiser's Edge or other Blackbaud database product.
- Demonstrated ability to be a strong contributor and work collaboratively with others in a diverse and inclusive environment.
- Shared commitment to CCRI's mission and students and the Foundation's mission to inspire support for the college.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: TitleIXCoordinator@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here: <https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf>

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